Council of Applied Economic Research (NCAER) of some of the Customer Service Centres in he counry and a sample survey conducted by the Reserve Bank of India (RBI) have revealed that there has been perceptible improvement in the customer service of public sector banks. A few areas of customer service where the improvement was not found satisfactory have been pointed out to banks for special attention and action.

A number of measures have been taken to bring about improvement in customer service of public sector banks. These measures have included evolution of time norms for rendering common services, speedier clearing of cheques through computerisation of clearing houses, speedier collection of outstation cheques through increasing use of special courier services, creation of machinery for quick redressal of customers grievances and extending to small depositors the facility of immediate credit in respect of outstation cheques upto Rs. 2500/-.

It has also been the endeavour of the Government to bring about increased interface between customers and the bank executives with a view to facilitating quick redressal of grievances and also promoting mutual understanding.

Implementation of the measures and their impact on the quality of customer service are being continually monitored by the Government and the Reserve Bank of India.

Workshop organised by Indian Institute of Foreign Trade

27. SHRI MAHENDRA PRASAD : Will the Minister of COMMERCE be pleased to state :

(a) whether a workshop held in the first week of October 1986, organised by the Indian Institute of Foreign Trade, emphasised the need for change in environment for better export performance;

(b) if so, what specific suggestions for change in export strategies were made at the workshop; and

(c) what is Government's reaction thereto?

THE MINISTER OF COMMERCE (SHRI P. SHIV SHANKAR): (a) Yes, Sir.

(b) The following suggestions were made at the Workshop:—

(i) Innovation and adaptation in Export Marketing processes and techniques to conform to the new trading environment.

(ii) Special emphasis to be laid on joint ventures in other developing countries in view of their inherent trade creating effects.

(iii) Proper import management along with export promotion and export incentives to be based on product acceptability rather than on mere product entry.

(iv) India should take advantage of the opening up of the Japanese economy.

(v) In view of the falling interest rates, India should re-negotiate its financial deals to its advantage.

(vi) Counter-trade needs more attention than ever before.

(vii) South-South Cooperation needs to be promoted by means of linkages between trade, aid and investment applied even at micro level. Concerted action from third world countries required to withstand the dominance of the dollar in the international currency markets; its substitution with SDR is essential.

(c) It is too early to indicate the reaction of the Government on the suggestions made at the workshop, as the Institute itself will need to go into them first.

Women workers in organised manufacturing sector

28. SHRIMATI KANAK MUKHERJEE : Will the Minister of LABOUR be pleased to state :

(a) the total number of women workers in the organised manufacturing sec-

tor in the country as at the end of 1981 and 1985; and

(b) the factors responsible for the rise or decline in employment of women?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR (SHRI P. A. SANGMA): (a) According to the information collected under the Employment Market Information (EMI) Programme of D.G.E. & T., the tota! number of women workers in the organised manufacturing sector at the end of the years 1981 and 1984 was 581.4 thousands and 576.9 thousands, respectively. The data for the year 1985 is not available.

(b) Factors responsible for the change in employment are not available.

Recruitment in private sector through Employment Exchanges

29. SHRIMATI KANAK MUKHERJEE: Will the Minister of LABOUR be pleased to state:

(a) whether there are any Acts, Rules or Regulations providing for mandatory recruitment by the private sector companies through Employment Exchanges;

(b) if so, what are the details in this regard;

(c) whether the provisions of the Acts, Rules and Regulations are strictly adhered to; and

(d) if the answer to part (a) above be in the negative, whether Government are considering to take steps for enacting any legislation in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR (SHRI P. A. SANGMA): (a) No, Sir.

(b) and (c) Does not arise.

(d) No, Sir.

ILO report regarding workforce in India

30. SHRIMATI KANAK MUKHERJEE: Will the Minister of LABOUR be pleased to state:

(a) whether it is a fact that in International Labour Organisations recent report it has been stated that 46 per cent of the workforce in India is under-employed;

(b) if so, what are the details thereof and what is Government's reaction thereto;

(c) whether Government have made any study of the incidence of under-employment in India; and

(d) if so, what are the details in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR (SHRI P. A. SANGMA): (a) This statement is not verifiable in the absence of the title of the specific ILO Report/Publication.

(b) In view of reply to (a) above, does not arise.

(c) and (d) Yes, Sir. The information on incidence of under-utilisation was collected by the National Sample Survey Organisation in its 32nd (1977-78) round for studying incidence of under-employment. This has since been published by the Department of Statistics, and may please be referred to.

Indians living in foreign countries

31. DR. MOHD. HASHIM KIDWAI: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the number of Indians who are at present living in the United States, Canada, Mexico and Latin American Countries, country-wise; and

(b) the number of Indians who have accepted the citizenship of these countries, country-wise during the last three years?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI K. NATWAR SINGH): (a) A statement giving estimated number country-wise of Indian citizens, residing in these countries, is attached. (*See* below)

(b) Estimated number of Indians who have so far accepted the citizenship of these countries is indicated in the attached statement.